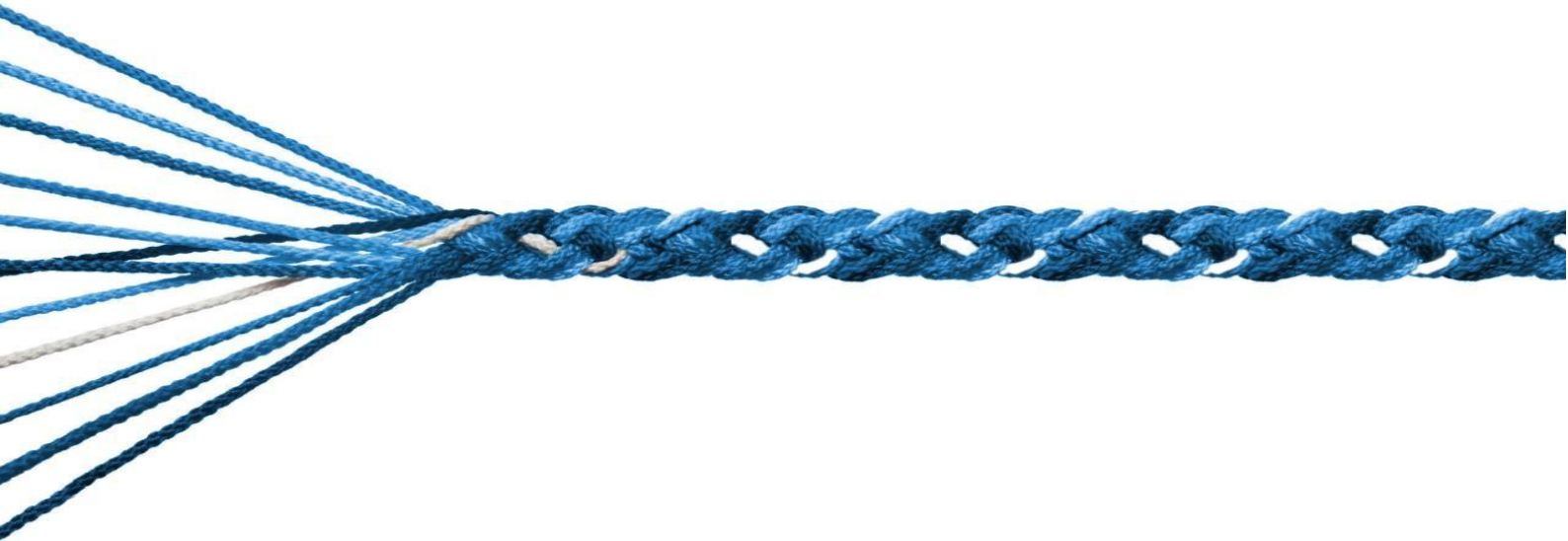




HBSMR Cloud Software

Service Definition

September 2026

Commercial in confidence

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Introduction

The Historic Buildings, Sites and Monuments Record system (HBSMR) is developed, delivered and supported by Idox Software Ltd (Idox).

Service Description

The Historic Buildings, Sites and Monuments Record system (HBSMR) is a comprehensive database and GIS solution for the management of Historic Environment Records.

Developed in partnership with Historic England and the Association of Local Government Archaeological Officers, HBSMR is now used by the majority of HERs to curate and maintain historic environment data. HBSMR also provides facilities for the analysis, presentation, dissemination and publication of heritage data.

HBSMR development is driven by an active user group and system support is provided by a team of dedicated heritage data specialists. First-class user and administrator training is also available. Key features of the solution include:

- Records Monuments, Events, Sources, Finds, Historic Landscape Character, Designations, Casework and Synthesis.
- Data indexed using FISH/INSCRIPTION thesauri.
- Compliant with MIDAS Heritage data standards and incorporates INSCRIPTION terminology.
- Integrated digital mapping (GIS) using ArcGIS, MapInfo or QGIS.
- Data, maps and images published on the web with HBSMR Web/API or the HBSMR Gateway.
- Stylish user interface - intuitive Main Menu tree and easily understood links between forms.
- Productivity features including Tasks, History and Bookmarks.
- Integral web browser provides access to:
 - User and Administrator help.
 - Useful forums.
 - Software and documentation downloads.
 - User Group archives.
- LibraryLink to manage an integrated library of digital images and documents.
- Consultations Module for managing enquiries and casework.
- Themes Module for interpreting HER data for research and outreach.
- Powerful filtering interfaces, including spatial searching with the GIS module.
- Extensive report generation and data export tools.

In addition to the development and support of HBSMR, we can develop technical solutions for heritage projects and initiatives of all kinds. We can develop custom databases, and we can undertake complex data processing and migration tasks.

Find out more at <https://www.esdm.co.uk/hbsmr-historic-environment>.

Associated Services

Optional HBSMR Modules

You can further enhance the HBSMR solution with the following optional yet deeply integrated modules:

- **HBSMR Consultations Module** - HER records are frequently consulted by archaeological and environmental contractors and consultants, the public and academics. All formal consultations need to be managed, documented and archived. The HBSMR Consultations Module is provided to meet these needs. A consultation record details the stages of the consultation process, the actions undertaken and the resulting outcomes. Cross-references to other HBSMR data may be created and maintained. This module is normally used by casework officers.

 - Records organisations, individuals, or agents as source of consultation.
 - Records the types of consultations, log date, target date and completion date.
 - Records location information, proposals, multiple recommendations, and outcomes.
 - Fully integrated spatial recording with ESRI ArcGIS, MapInfo Professional or QGIS, including powerful 'Get from GIS' function that instantly identifies all Monuments within the consultation area.
 - Consultations can be grouped to allow the recording of even very complex consultation processes.
 - Reporting with default or custom reports.
 - Link to associated images and documents managed with LibraryLink.
 - Data entry logged as part of HBSMR Audit Trail.

- **HBSMR Themes Module** - A tool for describing and explaining HER data. It can be used to generate thematic content reliably and quickly, which can then be published seamlessly online with HBSMR Web. It uses a built-in WYSIWYG HTML editor to generate web-ready content with embedded images managed in LibraryLink. The flexible configuration of the HBSMR Themes Module allows for numerous possible uses, including:

 - Creating thematic overviews of key places, site types or periods.
 - Linking HER data into outreach and educational articles.
 - Extending the HER to include historical events and processes.
 - Creating an illustrated glossary of technical terms.
 - Documenting recording/casework policies and procedures.
 - Managing research agendas within the HER.
 - Creating linear walks and tours featuring sites of interest.

- **HBSMR Web/API** – providing public access has become an increasingly important objective for all HERs. HBSMR Web/API allows the creation of attractive, informative websites, with rich HER content from HBSMR, including interactive mapping. Websites are built within a Content Management System, giving complete control over the appearance and content of web pages. HBSMR Web/API can also be used to create

applications for smart-phones and other mobile devices to display and query HBSMR data in the field and submit data back to the HER. The solution will allow you to create:

- Easily designed and edited web content.
- Social and interactive features such as blogs, forums, etc.
- Feedback facilities, from simple e-mail notifications to sophisticated data entry forms, provide the ability for end users to submit new information about sites and report new ones.
- OGC-compliant GIS web services for use in other corporate applications or by partners organisations
- Mobile-friendly experiences and for viewers, and data collection applications for surveyors/volunteers.
- **HBSMR Gateway** - Enables HBSMR data, including mapping and linked images, to be made available to the Heritage Gateway (managed by Historic England) and/or to other similar data harvesting applications.
HBSMR Gateway is a web service API for HBSMR, developed in partnership with Historic England to feed data to the Heritage Gateway.
The mapping of HBSMR data to the API is determined in consultation with the HER during the implementation of the HBSMR Gateway.

Microsoft Office Option

We can offer Microsoft 365 (Office applications), with a simple flat rate charge per user (i.e. a single named login account).

Multi-factor Authentication

For an additional level of security, you can opt to have multi-factor authentication enabled for some or all users. This is implemented using Cisco's DUO multi-factor authentication system.

GIS Options

HBSMR can integrate with: Precisely MapInfo, ESRI ArcGIS, and QGIS, via our MapLink middleware option. You may provide your own licences for MapInfo and ArcGIS or we can arrange licensing.

Hosted LibraryLink Server

If you are using LibraryLink 5 we can provide a remotely hosted version of the system for use with our applications.

Value Proposition

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone.

Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice. Through the automation of tasks, simplification of complex operations and more effective management of information, we can help you to harness the power of digital, so you can do more.

Managed Services and Security

Data Protection Standards and Procedures

We are committed to high standards of information security, data protection, privacy and transparency and our systems and processes are compliant with applicable GDPR regulations. As a data processor, we place a high priority on protecting and managing data in accordance with accepted standards including our certified ISO 27001 Information Security Management System (ISMS), Cyber Essentials and Cyber Essentials plus certifications.



Hosting Infrastructure

Location Options

Our cloud software packages are available hosted on Idox cloud servers. Hosting on our servers is an affordable, scalable option that is suitable for most of our customers.

Our software licence costs, call-off support, application management and map data service options are independent of the type of hosting.

Our servers are located in Virtus, London and are accredited as follows:

- BREEAM Good
- ISO 9001:2008 – Quality Management
- ISO 14001:2004 – Environmental Management
- ISO 27001:2013 – Information Security Management
- ISO 50001:2011 – Energy Management.

The Idox hosted options are suitable for OFFICIAL information according to the Government Security Classification scheme. This includes appropriate physical protection of at rest data, the use of commercially available security software and SSL encrypted data in transit.

Hosted applications can be used from any PC, from home, the office, or out in the field. Services hosted on Idox servers are secured with SSL and IP filtering to ensure that only you can connect and see your data. We can have you fully operational within days of placing an order.

Our recommended solution if using Idox hosting is to use one of our “VPS” (virtual private server) packages, giving you and your applications a dedicated application server. For small-scale scenarios we can also host your application on a shared server. Our servers are all “managed”, that is that we keep the server up to date with security updates and patches and monitor performance and availability. All packages can make use of our shared SQL Server database servers.

Start-up

The start-up phase includes setting up the server, configuring licensing, firewalls, anti-virus, connectivity to database server and internet, backups, and ensuring you can connect

successfully. Pricing depends upon scale and complexity so please contact us to discuss your detailed requirements. A typical start-up would take one to five days, depending on complexity and numbers of users. See our pricing document for details of cost.

Application Server Options

We offer various Idox Virtual Machine options, with additional options for storage, users, administration and off-site backups. We run your applications on 64-bit servers running Windows Server operating system.

The pricing document gives more information about options; there are several options to choose from, designed to give you precisely the power and space you need for the right price. If you would like to discuss your options or place an order for application hosting, please contact us.

Database Server

For Idox hosting you are likely to want to make use of our shared SQL Server database servers. Pricing depends on the total database server space required per annum basis. Off-site backups, with 30 days retention of the daily backup and 30 weeks retention of a weekly backup (simple recovery model) are included within all database contracts.

Web Server Option

You may also want to run websites or services on your server, requiring installation and configuration of IIS. Idox servers can also be used as web servers, though it should be noted that running websites/services may have implications for the power/capacity needed on your server.

Work to set up your web applications is carried out under call-off support time (see 'Call-off support options' section later in this document), or at standard consultancy rates if no call-off support time is available.

Data Back-Up and Restoration

Backups for your Idox hosted databases are included in database server orders, but beyond this you will also want security for your application files plus any images, documents and other files stored on your server.

We offer two levels of backup to protect against accidental loss or corruption. Firstly, and for no extra charge, we backup images of the servers on-site on a regular basis for disaster recovery. Secondly, we offer 'off-site' nightly backups, which involve copying files to a third-party cloud-based backup service, with 10 days retention of the daily backup as standard. This 'off-site' backup provides the facility for you to recover accidentally changed or deleted files, and recovery from disasters that affect all other on-site measures. Optionally we can extend this backup to retain 10 weeks retention of a weekly backup.

Recovery from hardware or system faults is carried out at our cost on a best endeavours basis; recovery of files at your request (e.g. accidental data loss) would be carried out under call-off support time (see 'Call-off support options' section later in this document).

Business Continuity Plan (BCP)

Our Business Continuity Plan (BCP) provides a course of action for the assessment of a significant disruption to the business and for the continuation of the business following such an event. In accordance our ISO22301:2019 certification, our BCP meets the requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve our documented management system to protect against and reduce the likelihood of incident occurrence and to prepare for and respond to incidents when they arise.

Privacy by Design

The solution security is designed to be in-line or above the standards recommended by the National Cyber Security Centre policies for the type of data held.

All devices in all locations access the system via HTTPS across the internet using a current mainstream browser. Data is encrypted in transit using TLS 1.3 encryption where possible with a fallback to TLS 1.2 where TLS 1.3 is not supported. Data is encrypted at rest with AES-256GCM.

Users are authenticated via username and strong password, and two factor authentication if required.

The devices used by end users to access the solution are the responsibility of the customer who can ensure that users can limit access from unmanaged or unknown devices by restricting access to users on your network (or through a VPN if away from your network). However please note that Idox do not supply end user hardware.

It is also worth noting that user permissions can be set up so that users can only view areas of the system based on their role. There is a comprehensive Administration section, which enables System Administrators / managers to configure security classification to users and user groups relating to all modules of the solution.

We use enterprise grade network software and hardware to create layered protection of infrastructure and data.

Several layers of monitoring are in place to detect access attempts and attacks into the environment. These include the automated application functional monitors, network intrusion detection/prevention (NIDS/NIPS) and unauthorised changes detected via configuration management.

Accessing the Service

Ordering and Invoicing

Please contact us in the first instance to discuss your requirements. We will then be able to advise you on the most appropriate options to meet your requirements. Orders are generally secured upon receipt of a purchase order.

Invoices are issued on a schedule to be defined and agreed with the customer. Our standard payment terms are 30 days from the date of the invoice.

Pricing Overview

Please see our pricing document.

On-Boarding

On-boarding arrangements are agreed as appropriate with each customer and are documented in the project implementation document. Typically including:

- Roles and responsibilities
- Communication channels and protocols
- Contract Management
- Project Management
- Timetable
- Business process analysis
- System integration
- System configuration
- Data migration report and implementation
- Training
- Support management/help

On-boarding and off-boarding data formats are agreed with each customer.

Data Migration

For an additional cost, we can also assist by importing existing HER data into HBSMR. To assess the time required, we can provide a pre-migration data check and report. We can then agree a detailed implementation plan with you and supply a full migration report.

Training

Training is available at our offices in mid-Wales, at customer offices or virtually. Training courses include Introduction to HBSMR and HBSMR System Administration, and training in QGIS and ArcGIS Pro. Bespoke training can also be provided.

At our offices we provide a well-appointed training suite in a pleasant rural setting within the Brecon Beacons National Park. Our courses include:

- Tea & coffee refreshments throughout the day*
- A fast, modern PC per delegate*
- Air conditioning*
- Free parking*
- Disabled access if required*
- Training manual
- Free post-course support
- Small groups - 6 max.

*For courses in our training suite.

Service Management

Service management is undertaken by Idox.

Call-off Support Options

Call-off support is available for Idox SaaS/hosted packages. Standard technical support is by phone/email, but when you use our application hosting services you can ask us for more direct assistance drawing on call-off support time. This can include online training, resolving data problems, retrieving files from backups, advanced configuration, customisation, in fact anything you need.

Call-off support can be drawn down whenever required (during office hours). We strongly recommend at least one day of call-off time per year, and existing customers always tell us they benefit from having more.

Unused call-off time in any annual period may be carried forward for up to three months at Idox's discretion and subject to purchase of equivalent call-off time in the subsequent contract.

Application Management Option

Your applications will require upgrades and patches from time to time. You are likely to be entitled to these patches and upgrades under your SaaS or Maintenance and Technical Support contract, but there is still work to be done to install and configure these patches. We can do this under call-off time, or we can add the application management option to your contract, under which we will apply any available upgrades and patches for up to five applications on your server (for example HBSMR, LibraryLink, MapLink, ArcGIS and Office). Upgrades will be applied and scheduled in discussion with you.

Software Maintenance and Technical Support (MATS)

The Contact

We will provide MATS to your single designated individual. Your individual must have received training from Idox to at least System Administrator level or be able to demonstrate an equivalent level of expertise. When the individual is not available for an extended period, Support will be provided to other users on a limited basis. It may benefit customers to have more than one user trained to System Administrator level.

Support

Support constitutes technical assistance in solving any problems encountered by users in operating or configuring the supplied software. Support is provided for the most recent software release and for the previous version. Subject to 'fair use' Support is unlimited unless otherwise stated below.

Availability

Support will be available via the Idox Service Desk during normal office hours (09:00 to 17:00 hours Monday to Friday) excluding public holidays and 27th-31st December. All calls are taken by Technical Support Staff who can resolve a wide range of issues immediately across most of the Idox product range, and so our initial response and assessment will normally be immediate (or within 24 hours for email). For most Support calls, the problem can be resolved at this stage. Where a Support issue cannot be resolved immediately, it will be referred to Product Consultants and/or the Development Team; you will be informed of the reason and of the likely timescale to achieve a solution.

If you are not satisfied with the response to a Support call, the matter will be escalated to line management as appropriate.

Maintenance

Maintenance constitutes the provision of current version upgrades and patches, and also covers part of the cost (typically 70%) of major new releases. Major releases (signified by a new version number) will incur a variable additional charge that is dependent on the increase in functionality. All upgrades or software patches will be implemented by us on the relevant server.

Service Levels

The server facilities and software as agreed will be made available to you for the duration of the contract. The maintenance responsibility for the server and software is specific to individual contracts.

Where Idox bears responsibility for maintenance, we will maintain the software with the latest service pack, patches and upgrades. We will not be responsible for application failures arising from updates to the operating system or to other third-party software which is maintained under the contract. (This responsibility may rest with us where you have a current 'maintenance and technical support' contract for the software).

We will use all reasonable endeavours to maintain the services uninterrupted 24 hours a day, 365 days a year. We cannot warrant that the services will be 100% uninterrupted, although availability (other than for scheduled maintenance) is anticipated to be better than 99.9%.

We shall have no liability for any delay or default in performance of any obligation caused directly or indirectly by breakdown or unavailability of computer hardware, software or parts thereof, telecoms connections or power supply or any other cause or causes beyond our reasonable control. We shall bear responsibility for delay or default in performance of any obligation where such has resulted from error or omission on our part.

On notification or detection of a system failure, we will start investigation and resolution processes within 2 hours if the notification is received within normal business hours (being 09:00 to 17:00, every day other than a Saturday, Sunday or public holiday). Outside of these times investigation and resolution processes will commence at the start of the next working day.

Any necessary downtime to replace components will be scheduled by agreement with you. Where an interruption to the services is the result of action taken by you, we reserve the right to charge at the current standard hourly rate until the work required for the restoration of normal services is completed. You will be advised in advance of other non-availability periods, except in emergency situations that necessitate immediate withdrawal of system availability.

Hosted Microsoft products are subject to the relevant Microsoft licensing terms.

Service Credits

We do not agree to service credit agreements as part of our standard package however specific requirements can be discussed.

Outage and Maintenance Management

We will use best commercial endeavours to maintain the Services uninterrupted 24 hours a day, 365 days a year.

Notwithstanding the Service Levels that we commit to, we cannot warrant that the Services will be 100% uninterrupted, although availability (other than for Scheduled Maintenance) is guaranteed to be better than 99.9% over the contract period.

We guarantee that when not undergoing Scheduled Maintenance, the network infrastructure is available 100% of the time (network infrastructure is defined as the portion of the network extending from the outbound port on our cabinet switch to the outbound port on the data centre border router, including routers, switches and cabling).

For the purposes of this, "Scheduled Maintenance" means any planned maintenance carried out with at least three days' written notice (save in case of urgent maintenance work for which we shall provide notice as soon as possible). In addition, operating system security patches will be applied outside of typical normal business hours. Occasionally this may require a reboot.

Repair or replacement of any hardware will be completed at zero cost to you.

We shall have no liability for any delay or default in performance of any obligation caused directly or indirectly by breakdown or unavailability of your computer hardware, software or parts thereof, telecoms connections or power supply or any other cause or causes beyond our reasonable control.

We shall bear responsibility for delay or default in performance of any obligation where such has resulted from error or omission on our part or on the part of our subcontractors.

Any necessary downtime to replace components will be scheduled by agreement with you. If any components need to be replaced which will result in downtime, we will provide you with an estimate of the likely downtime, use reasonable endeavours to keep disruption to your business to a minimum and will (except in the case of emergency) carry out the work outside of normal business hours.

On notification or detection of a system failure we will start investigation and resolution processes within 2 hours if the notification is received within normal business hours (being 09:00 – 17:30, every day other than a Saturday, Sunday or public holiday). Outside of these times investigation and resolution processes will commence at the start of the next working day. On being notified of any issue, we will endeavour to resolve the issue in accordance with the table below:

Error Priority	Definition	Target Resolution Time (elapsed time*)
High	Total system failure. Examples: Failure of one or more servers preventing the operation of the whole system. All users are unable to access the system; or A major software module or component is not available for use; or A customer facing service e.g. Public Access is fully inoperable.	Within 8 working hours of request being logged.
Medium	An important or critical component of the system has failed causing partial failure of the system. Examples: The system is operating but no documents can be produced; or A repeated system crash is occurring with a resulting degradation in performance.	Within 18 working hours of request being logged.
Low	An isolated issue which does not fall into the categories listed above. Examples: One workstation is malfunctioning but all others are operating normally; or A minor cosmetic issue relating to the software or a non-critical bug to which a workaround can be provided	Within 45 working hours of request being logged. The proposed resolution may involve a temporary workaround until the problem can be fully resolved. The resolution of minor requests and bugs may be implemented in a future release, in which case the customer will be advised and the request closed.
Enquiry	Request for advice or clarification	Within 180 working hours of request being logged unless it is clear from the nature of the request, or by request of the customer that a more timely response is required, in which case a shorter timescale may be mutually agreed.

*Elapsed time is calculated for the duration of the request where it is with Idox Service Desk for action and does not include periods of time when the request is with the Customer to

action/respond.

You will be advised in advance of other non-availability periods except in emergency situations, which necessitate immediate withdrawal of system availability.

Where an interruption to the Services is the result of action taken by you, we reserve the right to charge at the current standard hourly rate until the work required for the restoration of normal services is completed. Before undertaking any such work, we shall promptly provide you with a cost estimate for undertaking any such restoration work.

Off-Boarding

Off-boarding arrangements cover timetabling, data transfer formats, transfer mechanism, confirmation of data receipt and of copies and closing of service. We commit to returning all consumer generated data (e.g. content, metadata, structure, configuration etc.).

There is no penalty or charge for off-boarding, although standard fees may be charged if any consultancy or support work is requested.

Off-boarding can normally be achieved within 8 weeks of notification.

Termination process

Either party may terminate the contract at any time by giving one month's written notice to the other, where the other party meets the following criteria:

- Commits any breach of the Terms and Conditions and if capable of remedy, fails to remedy the breach within 30 days after being required by written notice to do so.
- Goes into administration, administrative receivership, receivership, voluntary arrangement or liquidation.
- In the case of an individual or firm becomes bankrupt, makes a voluntary arrangement with his or its creditors or has a receiver or administrator appointed.

If we terminate the contract for reasons other than contractual default of you, then our costs of termination fall to us. If you terminate the contract or if we terminate the contract resulting from a customer default, then the costs of off-boarding will be charged to customer according to the rates in our pricing document.

Please see our Terms and Conditions for more detail.

Customer Responsibilities

You will be responsible for ensuring that the correct level of service has been selected. While we can provide advice you must decide what is right for your needs.

Technical Requirements

Client-Side Requirements

Users must be able to run Microsoft's remote desktop client (which is included with Microsoft Windows).

Account Management and Ongoing Development

After Sales Account Management

Annual Service Visits are available for HBSMR customers and are strongly recommended. They provide an opportunity to undertake a range of agreed work, including:

- Provide informal ad hoc training.
- Discuss business processes.
- Help set up user permissions.
- Data health checks and cleaning.
- User interface customisation.
- Data imports.
- Report creation and customisation.
- Resolve any issues.
- Explore future developments.

Development Lifecycle of the Solution

A proportion of the costs for HBSMR are used to fund development and improvement of the product. HBSMR development is driven by its community of users through an active User Group.

We aim to hold two user group meetings per year where potential improvements are discussed and development priorities are agreed.

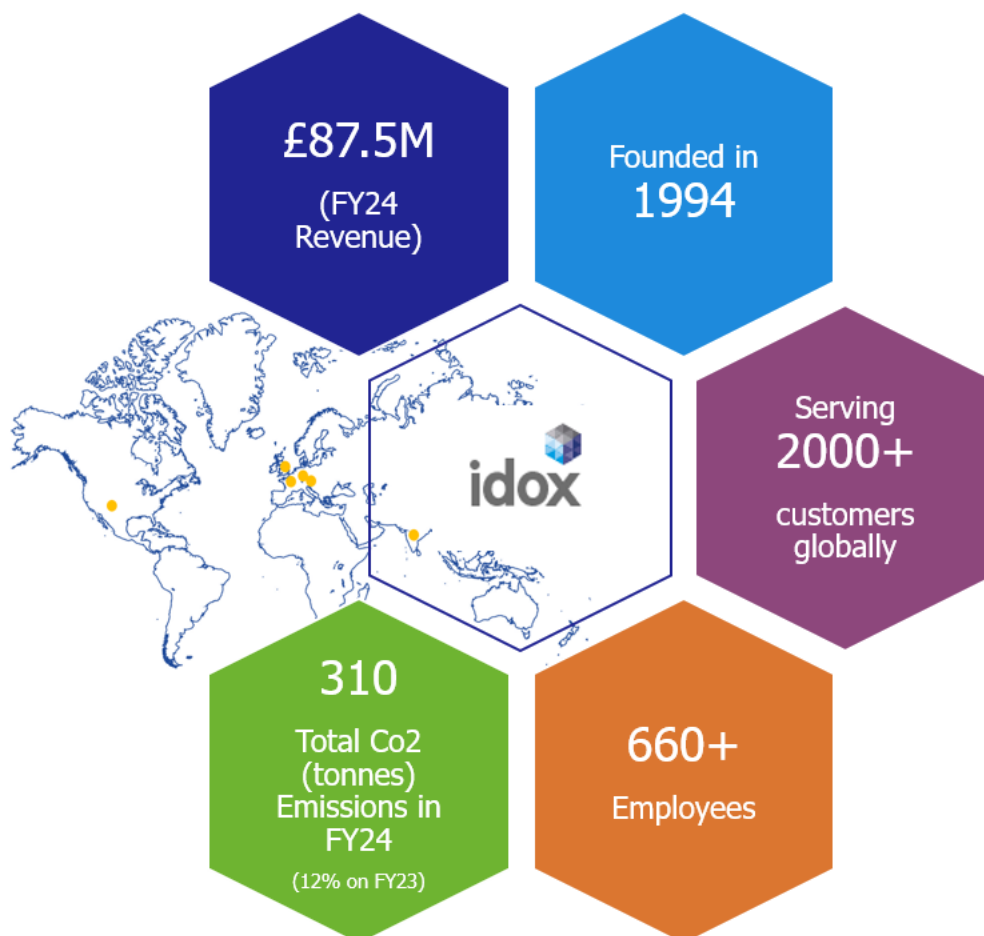
About Idox

Idox is a UK-based company with more than 650 employees working around the world. We design smart digital solutions, powered by AI, to help public sector organisations work better, stay compliant, and engage more effectively with citizens.

Our platforms are secure, scalable, and built to meet UK government standards. They support accessibility and strong data protection, following GDPR and ISO-certified processes. This means organisations can modernise services, cut costs, and deliver better outcomes for communities.

We make it easy for public sector teams to access our full range of services (cloud software, and support) through the Digital Marketplace. This streamlined approach saves time and removes the complexity of traditional procurement.

With a strong presence across the UK, Idox is a trusted partner for digital transformation. We bring proven expertise, reliable technology, and a commitment to helping organisations achieve their goals. Whether it's improving efficiency, meeting regulatory requirements, or creating better experiences for citizens, Idox is here to enable you to do more.



Idox GIS and Geospatial

Our comprehensive range of innovative GIS and geospatial solutions empower teams to share, analyse and visualise their geographic information to fuel data-driven decision-making and better ways of working. The acquisition of Exegesis in 2021 brought us deep expertise in geospatial data management for the conservation and environment sectors, along with a strong reputation for the professional delivery of ICT solutions for the management and dissemination of environmental data.



We provide **market-leading GIS and data management solutions** for effectively managing countryside access, the historic environment, and nature conservation. Professional services include GIS training, bespoke GIS application development, and cloud service provision.

Our client base in this domain are principally local authority countryside and planning sections, along with national environmental organisations, public sector funded projects and government departments. We have also undertaken work for overseas clients, and numerous private sector organisations and environmental charities in the UK and Ireland.

Social Value

We are dedicated to running a business that both helps our customers do more and is good for everyone, our customers, our employees, and the world around us.

Here's how we make a positive impact:

- **Helping communities and the environment:** Our software makes government services better, from planning to health care, making life easier for people and looking after the environment.
- **Investing locally:** We give back to local communities through donations and we support local charities with our MyFunding Central platform which provides smaller local charities and voluntary organisations with free access to thousands of grants and social investment opportunities from local, national, and international funding sources.
- **Supporting local charities:** We help our customers give back to their communities by supporting local charities. Our employees also get involved through volunteering to support local communities and charity projects.
- **Protecting the environment:** We're already a naturally low emission business but we've committed to further reducing our carbon footprint, aiming to be carbon neutral by 2040. We cut down on energy use, limit travel, promote eco-friendly practices and have adopted the three scopes of the Greenhouse Gas Protocol (GHG) across our business.
- **Doing the right thing:** We believe in fairness and respect for everyone. Our workplaces are inclusive and safe, with fair pay and opportunities for growth and we prioritise diversity, employee well-being, and security in everything we do. Our employees benefit from our extensive range of employee benefits and family friendly working policies as well as leadership training and employee advocacy groups such as Idox Elevate, Pride@Idox, Neurodiversity@Idox, and Workplace Wellbeing.
- **Meeting standards:** We hold ourselves to high standards, with certifications like ISO27001 and ISO14001. We're committed to ethical business practices, including no tolerance for slavery in our supply chain, and prompt payment to suppliers either in line with Public Procurement Contract Regulations 2015 and its amendments or within 45 days.



Case Studies

HBSMR is used by most Historic Environment Records (HERs) in the UK, plus a range of other organisations including archaeological contractors and charities. A link to a recent case study is included below.

[The Journey to a hosted environment for Historic Environment Records \(Humber HER case study\)](#)

Contact us

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Idox. Do more.